



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT GORDON
307 CHAMBERLAIN AVENUE
FORT GORDON, GEORGIA 30905-5730

IMSE-GOR-ZA

6 October 2009

MEMORANDUM FOR All Garrison Personnel

SUBJECT: Garrison Commander's Policy Memorandum No. 1 – Open Door

1. Frequent inquiries are made of my office by Service Members, Family Members, civilian employees, retired personnel, government and community leaders, as well as the general public. These inquiries cover a wide range of problems and concerns, and they reflect the entire spectrum of life and work at this installation.
2. It is my policy that all persons who contact my office will be treated fairly and with dignity and respect. My staff and I will endeavor always to respond to all inquiries in a pleasant, efficient, and effective manner. All callers will feel that my office is accessible to them and that their concerns have been heard and understood even if solutions to their problems are not always available.
3. As the Garrison Commander, I have many resources that can be employed to resolve the problems of my customers. Those are most efficiently utilized when it is not necessary for me, personally, to have to be involved. Therefore, I prefer that individuals first address their problems or concerns to their chain of command, to the supervisory structure of the organization to which they are assigned, or to the head of the Garrison directorate that can best provide the help they need. I ask this because most problems and concerns can best be addressed through those means. Anyone, however, may request to see me directly. Upon such request, arrangements will be made for an appointment.
4. Proponent for this action is the Garrison Admin Officer.


GLENN A. KENNEDY, II
COL, SC
Commanding

This memorandum supersedes the Garrison Commander's Policy Memorandums No. 1 and 1A – Open Door, dated 29 March 2007, and Med Hold Open Door Policy, dated 29 March 2007.